Cleveland Clinic
Center for Health Sciences Education

SilkRoad RedCarpet
Frequently Asked Questions (Academic Program Director)

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What is SilkRoad RedCarpet?
SilkRoad RedCarpet is Cleveland Clinic's enterprise-wide Protective Services program for onboarding non-employees. RedCarpet is a web-based tool that allows Cleveland Clinic to streamline and standardize the nonemployee onboarding process while ensuring compliance requirements are met.
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How long does the onboarding process take?
After the SilkRoad RedCarpet Onboarding Request Form is received, Health Sciences Education will input the individual into RedCarpet within 3 business days. Once the individual's onboarding event is launched, the event can be completed within 5 business days. This timeframe may be longer if an individual does not login and complete their assigned tasks in a timely manner, if immunizations or background checks are missing, or other similar reasons.
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How do I reset my password in the SilkRoard RedCarpet System?
Contact CHSEonboarding@ccf.org to reset your SilkRoad RedCarpet password.
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Is SilkRoad RedCarpet mobile friendly?
Not at this time.
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What is the recommended browser for completing SilkRoad RedCarpet onboarding tasks?
Internet Explorer, Google Chrome, and Mozilla Firefox.
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How will my student receive their onboarding login and task instructions?
Onboarding login and task instructions will be received via email from Cleveland Clinic Nonemployee Onboarding RedCarpetMailer@silkroadtech.com.
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Can I monitor my student's onboarding progress in SilkRoad RedCarpet?
Yes. All students currently in the process of onboarding are visible on your RedCarpet dashboard. Their onboarding progress is indicated as a percentage of tasks completed. Students who were once on your dashboard but no longer can be seen have completed all of their assigned SilkRoad RedCarpet tasks. You may email CHSEOnboarding@ccf.org to verify completion.
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Why can't I see my student on my SilkRoad RedCarpet dashboard?
Your student will not appear on your dashboard for the following reasons:
1. Your student's onboarding event has not yet been launched in the onboarding system.
2. Your student has completed their onboarding event and has been moved from your dashboard to the system archives.
3. You were not listed as the academic program director on the onboarding form.

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What should I do if my student does not complete their scheduled clinical rotation?
Inform CHSEOnboarding@ccf.org. The Center for Health Sciences Education will cancel the student's onboarding event. If the student was dismissed from the program or has dropped out of the program, CHSE will also notify the ID badge office to terminate access for the student.

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Who is responsible for submitting the SilkRoad RedCarpet Onboarding Request Form for my student?
The Electronic SilkRoad RedCarpet Onboarding Request Form must be completed by the student's academic program director/academic representative or by a Cleveland Clinic Preceptor/Education Coordinator. This is to be determined between the academic representative and the discipline-specific CCF preceptor/education coordinator at the time of scheduling the student clinical rotation. Forms received by students will not be processed.

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To whom should the SilkRoad RedCarpet Onboarding Request Form be submitted?
The Electronic SilkRoad RedCarpet Onboarding Request Form is received by the CHSEOnboarding@ccf.org email address. The email received by CHSEOnboarding@ccf.org will be an exact copy of the email confirmation sent to the onboarding form submitter.

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How can I verify the SilkRoad Onboarding Form was submitted/received?
SilkRoad Onboarding Request Forms are assigned a confirmation number that can be found on the confirmation email received after the form has been submitted.

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If my student has a Visa, should they be onboarded differently?
You are required to indicate if your student is an international student when submitting the Electronic SilkRoad RedCarpet Onboarding Request Form.

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When should the SilkRoad RedCarpet Onboarding Request Form be submitted?
Forms should be submitted at least 2 weeks prior to the student's start date but no more than 8 weeks in advance. Forms received outside these constraints will not be processed.

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Can I include multiple rotations/semesters on my student's SilkRoad RedCarpet Onboarding Request Form?

No. A separate onboarding request form must be submitted if a student will be completing more than one clinical rotation at Cleveland Clinic or if the student's clinical rotation will span multiple semesters.

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What should I enter in the "hours" field on the SilkRoad RedCarpet Onboarding Request Form?

The total number of hours the student will complete during that rotation only, during the corresponding start and end dates indicated on the form for the location indicated on the form. If the student will be completing additional hours at a separate location an additional form will need to be submitted.

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Are all fields required on the SilkRoad RedCarpet Onboarding Request Form?

Yes. Forms with missing fields will be returned before they can be processed.

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Do I need to confirm my student's clinical site placement with a Cleveland Clinic preceptor/clinical instructor prior to submitting the SilkRoad RedCarpet Onboarding Request Form?

Yes. The Center for Health Sciences Education is not responsible for arranging clinical site placements. The electronic onboarding form includes a field where the name of the Cleveland Clinic Preceptor/Education Coordinator who has confirmed the clinical rotation must be listed. If you do not know who the discipline-specific Cleveland Clinic Education Coordinator is for your discipline, you may contact the Center for Health Sciences Education for assistance.

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If my student has already completed SilkRoad RedCarpet onboarding for a previous rotation do they need to be entered in the onboarding system again?

Yes. You will need to complete an additional SilkRoad RedCarpet Onboarding Request Form for each additional rotation for that student.

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How many onboarding tasks will my student be required to complete when their additional rotation is entered into the onboarding system?

The number of required tasks varies depending on the student's ID badge expiration date. If the student's ID badge will not expire during their upcoming rotation they will need to complete a transfer event with limited onboarding tasks. If the student's ID badge has expired or will expire during their upcoming rotation they will need to complete a renewal event with an increased number of onboarding tasks.

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What do the colors of the "dots" next to each task mean?
The SilkRoad RedCarpet onboarding system determines the event status based on the student's start date.
1. Greyed out: task is not activated due to other tasks needing completion.
2. Green: task is on time based on the clinical start date.
3. Yellow: task is in a warning status (due date is approaching and the task will soon be considered late)
4. Red: task is considered late based on the clinical start date.

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Am I required to complete onboarding tasks when the Electronic SilkRoad RedCarpet Onboarding Request Form is submitted?
Yes. You will be assigned two onboarding tasks for each <u>new student</u> entered into the onboarding system.
1. Academic Attestation
2. Student Onboarding Fee acknowledgement

You will be assigned one onboarding task for each <u>renewal student</u> entered into the onboarding system.
1. Academic Attestation

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Should I sign the Academic Attestation for my student if I have not received all required documentation as listed on the Attestation and on the affiliation agreement?
No. The academic attestation should not be signed until all documents have been received. The Center for Health Sciences Education conducts random audits each semester verifying compliance with the stated requirements. Documents must be made available to Cleveland Clinic within 24 hours of the request as stated in the clinical affiliation agreement.

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When is the Student Onboarding Fee due?
Payment is not due at the time of task completion. The task serves as a notification and acknowledgement that your academic institution will be receive a single invoice at the end of the semester for the total number of new students placed.

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Is it possible for Cleveland Clinic to invoice my student directly for the Student Onboarding Fee?
No. The academic institution is obligated to pay the invoice per the signed affiliation agreement.

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If my student does not complete their scheduled clinical rotation will my academic institution still be invoiced the Student Onboarding Fee for my student?

Yes. If the student does not complete their clinical rotation for any reason, but fully completes the onboarding process and receives an identification badge, your institution will be responsible for the onboarding fee for that student.

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Is my student required to complete SilkRoad RedCarpet onboarding if they are a Cleveland Clinic employee?

Yes.

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When should my student pick up their student ID badge?

After completing all required onboarding tasks. The student's Cleveland Clinic ID badge must be picked up prior to their first day at their clinical training site. Students who have not picked up their ID badge prior to their first clinical day will be sent home until they have obtained their ID badge.

*Students who are not from Northeast Ohio can make special arrangements to obtain their ID badge on their first day at the discretion of their preceptor/clinical instructor. The student should contact them for further instructions.

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Does my student need to bring anything with them to the ID badge office when they are picking up their ID badge and parking pass?

The student is required to bring a photo ID (Driver's License, Passport, State ID) and vehicle registration. If your student has received an ID badge in the past for a non-health sciences experience (volunteer, contractor, non-clinical, etc.) the student must bring the old badge with them to exchange it for a new one. Your student will be charged $30.00 for a replacement if they do not bring the previous badge with them. Cash is not accepted – Credit Cards only. If your student is completing a second clinical rotation and their current Cleveland Clinic student ID badge has expired they are required to complete onboarding tasks but they are not required to pick up a new ID badge. The Center for Health Sciences Education will request a badge expiration extension.

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Where is the ID badge office located?

If your student will be completing their clinical rotation at Cleveland Clinic Main Campus or Fairview Hospital, they are required to pick up their badge from the Main Campus badging location. They will need to obtain a parking permit. Parking Services is located in the same area as the badge office. If your student will be completing a clinical rotation at Akron General Medical Center or Union Hospital they will receive a specialized task during onboarding instructing them to pick up their location specific ID badge from the appropriate office at Akron General Medical Center or Union Hospital.

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Cleveland Clinic – Main Campus Hospital
1956 East 93rd Street
Cleveland, OH 44195
Badging office is located in the basement of JJ North
(JJ Building is attached to the Parking Garage [P1])
Hours of Operation: M-F (7:30 a.m. – 4:15 p.m.)
Phone: 216.444.1208

Cleveland Clinic Administrative Campus
25900 Science Park Drive, Building #2
Beachwood, Ohio 44122
Hours of Operation: M-F (8:00 a.m. – 3:45 p.m.)
Phone: 216.448.0088
Visitors will need to check-in with Security at the entrance of Bldg. 2, and will be directed downstairs to the ID Badge Office.

Cleveland Clinic – Akron General Main Campus
Akron General Ave
Akron, OH 44307
Badging Office is located in Human Resources
Enter the hospital through the main entrance
Stop at the information desk for directions to Human Resources
Hours of Operation: M-F (7:45 a.m. – 2:45 p.m.)
Phone: 330.344.2199

Union Hospital
659 Boulevard
Dover, OH 44622
Students will be able to obtain their ID badges in the Educational Services Department, located on the 3rd floor of the hospital.
Hours of Operation: M-F (8:00 a.m. – 4:00 p.m.)
Phone: 330.602.0799 extension 2464
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Is my student required to pick up and wear their student ID badge if they are a Cleveland Clinic employee?
Yes. The student is required to obtain a student ID badge to be worn when they are on site for a clinical rotation. Employee ID badges should never be worn while at their clinical training site as a student.
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Is my student's ID badge, issued by the academic institution, an acceptable form of identification while at their clinical training site?
No. All students are required to wear their Cleveland Clinic issued non-employee ID badge while at their clinical training site.
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Can my student pickup their ID badge prior to completing their SilkRoad RedCarpet onboarding tasks?
No. Students need to confirm that they have completed and closed out all onboarding tasks before picking up their ID badge. The student's onboarding tasks are released in multiple sets- all activated/released based on tasks assigned ahead of the next. The first set of tasks are released when the student is entered into the onboarding system. Then the second after the first round of tasks are completed by the student. The third set of tasks are released after the two sets are complete AND after the student's academic program director completes their required tasks and after Cleveland Clinic security creates a MyLearning profile for the student. The fourth set of tasks include completing MyLearning Online coursework modules. The student will not be issued an ID badge until all tasks have been cleared from their task list.
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How does my student log into MyLearning?
Web address: https://www.cchs.net/onlinelearning/default.htm
Employee ID: 6-digit employee ID (student ID number)
New User Password: Temporary password to login: TempPass#2 (prompted to create own password once logged in)
Returning User: Use previous password
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My student has a question regarding MyLearning. Who should they contact for help?
For technical issues once you have logged into the MyLearning website concerning; specific course access or course completion status, contact the cTEKI Help Desk at elearning@ccf.org or call 216-445-4566.
Help Desk hours of operation are: Monday-Friday 9:30am-4:00pm (closed on CCF holidays).
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Why is my student required to complete MyLearning online coursework modules?
To meet Corporate Compliance standards mandated by The Joint Commission, the Occupational Safety and Health Administration (OSHA), the US Environmental Protection Agency (USEPA), the Centers for Disease Control & Prevention (CDC), federal law, and the Cleveland Clinic Health System.

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How many core MyLearning online coursework modules are required?
There are 4 MyLearning Modules required for each student to meet Corporate Compliance.

Why has my student been assigned more than 4 MyLearning online coursework modules?
The student's discipline requires the completion of additional MyLearning modules.

What are the 4 required core MyLearning online coursework modules?
The current list of required core MyLearning online coursework modules can be found here.

Is my student required to complete MyLearning online coursework modules as a student if they are a Cleveland Clinic employee?
Yes. The student is required to log into MyLearning using their student ID number to initiate the transfer of completed/unexpired modules from their employee account to their student account. Any items that remain on their "to do" list within MyLearning require completion.
If their completed modules have not transferred to their student account, please instruct the student to email elearning@ccf.org with both their employee and nonemployee ID numbers.

Is my student required to complete MyLearning online coursework modules if they are a returning student?
Yes. The student is required to log into MyLearning to ensure all modules in their "to do" list are completed and have not expired. Any modules that were completed prior to the annual reset date will need to be completed again if the student is returning for an additional clinical rotation. Therefore, it may be required to recomplete MyLearning online coursework modules in a short time frame depending on the timing of the reset date and the student's additional clinical rotation.

When is the annual MyLearning online coursework module reset date?
The reset date changes year to year. The date is determined by CCF Corporate Compliance.

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What requirements must my student meet prior to the submission of the SilkRoad RedCarpet Onboarding Request form?

Requirements as identified in your academic institution's Affiliation Agreement with Cleveland Clinic:

1. A negative two-step Mantoux test (TB test), QuantiFERON®-TB Gold test, or T-Spot test within 1 year before the start date of the clinical rotation with annual updates and appropriate follow-up for positive tests while in the clinical portion of their training.
2. Appropriate immunizations for measles (Rubeola), mumps, German measles (Rubella), chicken pox (Varicella), Tdap (tetanus, diphtheria, pertussis) booster within the last 10 years, positive Hepatitis B IgG Antibody Titer or a signed waiver assuming the risk of exposure; and compliance with any future tests required by Cleveland Clinic.
3. Proof of annual influenza vaccination if the student is completing any portion of their clinical rotation during the flu season (November 1 – March 31).
4. Current American Heart Association Healthcare Provider Basic Life Support CPR course certification (if required by their academic program).
5. Ensure each Student** has a negative fingerprint background check as outlined in the affiliation agreement between CCF and the academic institution or for CCF internal programs as defined in the Background Check Guideline for Cleveland Clinic Internal Program students available on the CHSE intranet. (An Ohio BCI&I fingerprint background check is acceptable for students who have been an Ohio resident in the last five (5) years. If a student has not been a resident of Ohio during the past five (5) years, the student must have a negative FBI fingerprint background check.).

   If a student has a positive finding on the background check, please contact the Center for Health Sciences Education at CHSEOnboarding@ccf.org. They will initiate a background check to be completed by Cleveland Clinic. Do NOT proceed with onboarding until you receive confirmation of a cleared background check from Cleveland Clinic. Once confirmation of a cleared background check is received, you may check the corresponding box on the academic attestation form indicating the student has met the background check requirements and proceed with onboarding.

   **Cleveland Clinic Internal Program representatives should consult the Background Check Guideline for Cleveland Clinic Internal Program students available on the Center for Health Sciences Education Intranet Site.

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My student has received the first TB test injection, is the second injection required?

The two-step test is required and the second step injection must be completed within 1-3 weeks of the first step. The QuantiFERON®-TB Gold test and T-Spot test are acceptable alternatives to the two-step test.

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My student has had a positive TB skin test. Will a negative chest x-ray be accepted as demonstrating immunity to TB?

Yes. After a baseline chest x-ray is documented, repeated radiographs are not needed unless there are symptoms or signs of TB.

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What documentation is required if my student never received the chicken pox (varicella) vaccine because they had chicken pox as a child?

Immunity can be demonstrated by a blood test, measuring antibody titers. If the titer is low, the student will need a booster shot.

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What is required if my student is unable to provide documentation of receiving the MMR vaccination?

If the student is unable to provide documentation, immunity can be demonstrated by a blood test, measuring antibody titers. If the titers are low, the student will need a booster shot.

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What is required if my student is unable to provide documentation of receiving the Tdap booster?

If the student is unable to provide documentation, a booster shot is required.

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Is a booster shot required if my student has received the 3 shot Hepatitis B vaccination series as a child?

Cleveland Clinic requires documentation of a positive titer for proof of Hepatitis B immunization for health sciences students. Proof of immunization without a titer does not satisfy this requirement. A signed waiver assuming risk of exposure to Hepatitis B will also be accepted in lieu of proof of immunity.

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What if my student is unable to get the flu vaccine for medical or religious reasons?

Exemption requests will be communicated by academic institutions to Cleveland Clinic's education representation of the specific education program in which the student plans to participate. Flu season is from November 1 – March 31. Review the Student Immunization Policy.

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Will Cleveland Clinic provide required testing/vaccinations through their Occupational Health department?

No. The student is responsible for scheduling tests/vaccinations through their primary care physician or an outside clinic. Costs incurred for all required tests/vaccinations are the student's responsibility.

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Can my student be placed at Cleveland Clinic if they have a positive background check?

This will be determined on a case-by-case basis in cooperation with Cleveland Clinic Protective Services. If your student has a positive background check you should contact the Center for Health Sciences Education at CHSEOnboarding@ccf.org. If you are aware of the positive background check at time of initial onboarding you may indicate that on the SilkRoad RedCarpet Electronic Onboarding Request Form. Several tasks will be added to the student's onboarding event that will initiate a background check by Cleveland Clinic. Do NOT complete the Academic Attestation task until you receive confirmation of a cleared background check from Health Sciences Education via email. Once confirmation of a cleared background check is received you may complete the Academic Attestation task in SilkRoad RedCarpet.
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How long does it take to receive confirmation of a cleared background check?
Approximately 10 business days.
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If a background check is required for entry into the academic program is my student required to complete an additional background check prior to completing their clinical rotation?
No. The background check completed upon entry into the academic program is acceptable if it meets the standards delineated in the affiliation agreement. If a background check is not required upon entry into the academic program a background check must be completed prior to entry into the SilkRoad RedCarpet onboarding system.
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If my student will be completing their clinical rotation at Akron General Medical Center or Union Hospital, will they be onboarded through SilkRoad RedCarpet?
Yes. All Health Sciences students are to be entered into the SilkRoad RedCarpet System using the Electronic SilkRoad RedCarpet Onboarding form.
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Contact Information:

General Onboarding Questions:
Email:
CHSEOnboarding@ccf.org
Phone: 216.444.5678 x 4

MyLearning:
Email: elearning@ccf.org
Phone: 216.445.4566

ID Badge Offices:
Cleveland Clinic – Main Campus Hospital
Phone: 216.444.1208

Cleveland Clinic Administrative Campus
Phone: 216.448.0088

Cleveland Clinic Akron General Hospital
Phone: 330.344.2199

Union Hospital
Phone: 330.602.0799 x 2464

Parking Services
Email: parking@ccf.org
Phone: 216.444.2255

Cleveland Clinic Police Department:
Non-Emergency: 216.444.2250
Emergency: 216.444.2222

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